

Abstract

A method and apparatus are provided for supporting client calls within a private computer network of an organization having a plurality of agents. The method includes the steps of detecting receipt of a call from a client of the organization through an interface of the private computer network of the organization with a public communication network, determining a type of the received call, spawning a routing process based upon the determined type of call and routing the call to an agent of the plurality of agents based upon the type of call and the spawned routing process.